Infant Formula Returns

I. Infant formula purchased by WIC participants with federal food dollars that cannot be utilized by the participant for any reason must be returned to the local clinic of issuance. Local agency clinics are required to accept any formula in order to determine what amount of product can be reissued and deter the participant from selling/giving away the formula purchased with federal funds.

II. The clinic will document returned formula in VISION on the Returned Formula screen. VISION instructions are as follows:

   a. In the Returned Formula Panel, select correct participant and add a row. Select formula and enter number of can(s) returned.

   b. In the Food Benefits Panel, void non-redeemed FIs for current and future issuance periods as "In Hand".

   c. In the Food Package Panel, select "New" and a new formula food package for the current issuance period. Adjust formula amount for the newly selected food package based on the amount of reconstituted ounces of formula returned.

   d. The adjusted food package to compensate for returned formula must be issued for one month only and separate from future month packages. If the participant has future month food packages that need to be replaced due to a change in formula, those package must be assigned and issued separately from the formula package being issued to compensate the returned formula.

   e. If the returned formula package was originally issued from a full package, then the formula adjustments must be made within the full food package grid. If the returned formula package was originally issued from a 2/3 or 1/3 package, then the adjustments must be made within the 2/3 or 1/3 food package grid, respectively. The system will not automatically prorate the amounts in the 2/3 and 1/3 package grids if the Full package grid is the only grid in which adjustments are made.

   f. In the Food Benefits Panel, print FIs for the current FI issuance period.

III. Infant formula returned to the local WIC clinic cannot be reissued, given away or donated. All returned formula will need to be destroyed by the clinic in accordance with the county destruction policy. The destruction must be documented on the Comments/Alerts Screen.